

2018-2019 Metrolinx Multi-Year Accessibility Plan



Acknowledgements

We would like to acknowledge the efforts of current and former Metrolinx Accessibility Advisory Committee (AAC) members for their valuable input into our accessibility planning activities.

1. Introduction

The 2018 Metrolinx Multi-year Accessibility Plan provides an update to the previous annual Accessibility Status Reports and the 2012 Multi-year Accessibility Plan. Metrolinx, a Crown agency of the Province of Ontario under the responsibility of the Ministry of Transportation, operates GO Transit, PRESTO and the Union Pearson (UP) Express.

This Plan fulfills Metrolinx's legal obligations under the Accessibility for Ontarians with Disabilities Act (AODA) to publish a multi-year accessibility plan. Metrolinx Multi-Year Accessibility Plans and other accessibility planning documents can be referenced on the Metrolinx website at the following link: www.metrolinx.com/en/aboutus/accessibility/default.aspx.

Metrolinx, including its operating divisions, remains committed to proceeding with plans to ensure AODA compliance. Improvements continue to be made to remove barriers in order for services to be more convenient and easier to use for all customers, including those with disabilities. Metrolinx will be in compliance with future regulatory requirements when they come into effect. More broadly, Metrolinx will work to improve the customer experience for everyone, rather than focusing only on what is required to comply with the AODA.

Metrolinx is guided by the following corporate accessibility commitment statement:

Metrolinx is committed to ensuring that its services and operations are accessible to all customers and employees in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), and to working with partners in the GTHA (Greater Toronto and Hamilton Area) to plan, build and operate an integrated accessible transportation system. The organization will work diligently to remove existing barriers to access, avoid creating new barriers, and will demonstrate leadership, consulting widely and incorporating best practices to enhance accessibility in its services.

Examples of key accomplishments since the 2012 Multi-Year Plan include:

- The launch of new accessible transit services such as UP Express in Toronto, and Bus Rapid Transit in Mississauga and York Region;
- Digital next stop signage in GO Transit's accessible railcars;
- New "SuperLo" double-decker buses, with shallower and stronger ramps for easier boarding, and wider wheeled



- mobility aid securement areas;
- The launch of PRESTO on the TTC;
- The launch of Triplinx, a Regional Transit Traveller Information System, which includes accessible desktop and mobile websites, and an app; and
- Improvements to Metrolinx websites to achieve web accessibility requirements.

Examples of key areas of focus for the coming five years include:

- The conversion of some remaining non-accessible GO stations, and accessibility improvements (new tactile warning tiles, elevator modernization) at numerous accessible stations;
- The introduction of new GO stations in Richmond Hill/Aurora (Bloomington), Hamilton (Confederation), and Toronto (Mount Dennis), as well as the new Union Station Bus Terminal;
- The launch of the new Eglinton Crosstown and Finch West LRT services, and significant completion of work on the Hurontario LRT project;
- Replacement of older PRESTO fare payment devices on GO Transit and the 905 municipal transit agencies;
- Continued work with municipalities to convert on-street municipal bus stops to accommodate all GO Buses; and
- Early implementation and adoption of the new Metrolinx Universal Design Standard.

2. Accessibility Accomplishments and Planned Activities

Metrolinx, GO Transit, PRESTO and UP Express have continued to make improvements to existing and planned services.

This section will look at both the accessibility accomplishments and planned activities under the categories of Plan & Design, Build, and Operate & Deliver.

2.1. Plan & Design

2.1.1. Metrolinx

- 2.1.1.1. Metrolinx is currently developing a new Universal Design Standard, which will help advance the planning and design of services for all customers. Other standards and best practices were reviewed and considered when developing the Standard, which will be published in summer 2019. Retrofit opportunities to increase accessibility across the existing network are also being integrated into capital project plans. This includes items such as elevator refurbishments and updated automatic door operators.
- 2.1.1.2. Metrolinx published a Climate Adaptation Strategy in early-2018, with one of the key actions being to explore and map out a pathway to incorporate climate resiliency into accessibility planning. Research has been conducted on practices in other cities and countries. This will help identify opportunities for making our services more climate resilient, while minimizing disruptions to accessibility features and services.
- 2.1.1.3. Metrolinx continues to collaborate with municipal specialized transit service providers in the GTHA to improve cross-boundary travel for customers with disabilities. Recent key areas of focus have been on reducing dwell times for cross-boundary transfers,

improving cross-boundary bookings, and closer coordination between specialized and conventional transit. Discussions between service providers have recently resulted in better harmonization of support person language used across all agencies.

- 2.1.1.4. Metrolinx is supporting the development of new GO and PRESTO content for the Community Access to Transportation travel training program in Hamilton. This program will help individuals with disabilities learn to travel independently on public transit in the region. The pilot program began in spring 2019.

2.1.2. **GO Transit**

- 2.1.2.1. New accessible stations will be added to the GO Transit rail network through the Transit Oriented Development, Market Driven Strategy. To date: a developer has proposed a new GO station at Woodbine Avenue and Highway 27 to be developed in partnership with Metrolinx on the Kitchener GO corridor. Solicitation for other new stations is underway.
- 2.1.2.2. Accessibility is an important design element of the new Union Station Bus Terminal, which is being built at Bay Street and Lakeshore Boulevard West in downtown Toronto. The bus terminal will include accessibility features such as elevators near main entrances at the north and south ends, accessible universal washrooms, automatic door operators, Braille signage, eye-level digital signage, and audio loops at intercom locations. Construction will be completed by spring 2020.
- 2.1.2.3. The GO Accessibility Guide will be refreshed to include UP Express and more PRESTO content in 2020. The Guide provides customers with detailed information about the accessibility supports available across Metrolinx services, including specific measurements for the kinds of devices different vehicles can accommodate across different transit modes.

2.1.3. PRESTO

- 2.1.3.1. PRESTO is planning a device refresh activity to replace the older PRESTO fare payment devices on GO Transit and the 905 municipal transit agencies. The existing equipment has some accessibility features, including: tactile tap region indicators, red/yellow/green lights to reinforce onscreen text messages, and audio tones to indicate non-visually whether the customer's card was accepted or declined. The refreshed equipment will maintain these same features and add: a plug-in bilingual audio mode for in-station devices, Braille labels, and larger, brighter, more colourful screen with easy-to-read text and symbols. An expected completion date is not yet available.
- 2.1.3.2. PRESTO is working with transit agencies to determine how Support Person rides might be supported by the PRESTO system on conventional and specialized transit systems. An expected completion date is not yet available.

2.1.4. New Rapid Transit

- 2.1.4.1. A short-term partnership was developed with the community to mitigate the impact of Eglinton Crosstown LRT construction on accessible customer wayfinding near Bayview and Eglinton, which is an area that has a high concentration of service providers for people with disabilities.
- 2.1.4.2. The Finch West and Hurontario LRT projects are moving forward. The planned opening for Finch West is 2023, and the planned opening for Hurontario is still being determined. Accessible design requirements will be followed for these projects.

2.2. Build

2.2.1. GO Transit

2.2.1.1. Construction has begun on the following new stations:

- Bloomington Station (Richmond Hill/Aurora), on the Richmond Hill line - the station will include a station building with a parking garage, platform equipped with a snowmelt system and heated shelters, a bus loop, a Kiss & Ride, and a bike lane and bike shelters with direct access to the platform. It is expected to be completed and ready for service by the end of 2020.
- Confederation Station (Hamilton), on the Lakeshore West line - the station will begin receiving bus service as early as November 2019 with approximately 60 parking spaces available on the north side of the site. At the same time, we are proceeding with the design and construction of a self-serve rail station for the Confederation site. The revised scope for Confederation station will be tendered out later this year, and includes: island platform with canopies and an accessible platform; pedestrian tunnel; direct stair access from the platform to Centennial Parkway; and approximately 150 parking spaces.
- Mount Dennis Station (Toronto), on the Kitchener line - this new transit hub will connect Kitchener's two-way, all-day GO Transit service to the airport via UP Express, the future Eglinton Crosstown LRT, and TTC buses. It will offer 120 bike parking spaces, including 80 indoor spots, as well as a pick-up and drop-off area. The station is scheduled to open in late-2021.

2.2.1.2. Progress has continued on making GO Train service accessible at the remaining five non-accessible GO stations. In most cases, station improvements are being delivered as part of the GO Expansion capital program. As the GO Expansion

program continues to evolve, project scope and timelines are subject to change.

- Eglinton Station, on the Lakeshore East line - ramps and platform elevator installation project will create an accessible station by late-2022.
- Georgetown Station, on the Kitchener line - an interim accessibility improvement project creating the opportunity for most train trips to provide accessible service to the station was completed in summer 2015. Completion of an accessible station is expected in late-2023.
- Kipling Station, on the Milton line - completion of an accessible station is expected by mid-2021 or sooner. The renovated station will provide accessible connections between GO Train and TTC services, and will include a new, accessible bus terminal for GO Transit and MiWay (Mississauga Transit). Accessibility to the GO Train platform from the bus terminal will be via a pedestrian bridge over the train corridor.
- Long Branch Station, on the Lakeshore West line - the station will undergo a complete reconstruction including elevators, a new station building, reconstructed platforms, new shelters as well as various initiatives to enhance the customer experience. The station is scheduled to become accessible by mid-2023 or sooner.
- Mimico Station, on the Lakeshore West line - planned improvements will bring the station up to current Metrolinx accessibility standards by the end of 2023. Metrolinx is also pursuing a third-party agreement for mixed development at the station, which would include a new station building, parking and other customer amenities, through the Transit Oriented Development program.

2.2.1.3. Accessible station design features continue to be added/improved as part of GO Station renovations. Key examples include:

- New yellow tactile warning (truncated dome) tiles along the full length of platforms,

to identify the platform edge.

- An elevator modernization program that will improve the performance of existing elevators, by replacing parts which have reached the end of their lifespan. The program will result in more efficient and more reliable elevators.

2.2.1.4. There are 25 of 27 GO Transit Park & Ride lots that are accessible. The lot at Dundas Street and Highway 407 in Burlington will be updated and enlarged starting in spring 2019.

2.2.1.5. GO Transit is working with municipalities to convert on-street municipal bus stops to accommodate all GO Buses. In 2017-18, 50 shared stops were made accessible. In 2019, an additional five stops have been made accessible to date, with many more stops under review. Overall, 488 of 1133 bus stops (43%) are accessible.

2.2.1.6. Fifteen accessible railcars were delivered in 2018, with nine more expected in 2019, using a new Crash Energy Management (CEM) system.

2.2.1.7. New GO low-floor double-decker buses are a lower height design, with 240 double decker buses delivered since 2012, and 136 additional buses expected to be delivered by March 2021. The new lower height will allow these new buses to run in the same routes and locations as the traditional high-floor MCI buses. The new buses will include accessibility improvements such as:

- Longer and shallower ramps for easier boarding, moving from a 1:4 to 1:6 slope, which will also accommodate up to 450 kilograms (a 25% increase over the previous ramps);
- Wider wheeled mobility aid securement areas; and
- Easy access luggage compartment, for storage of lighter weight wheeled and stationary mobility aids.

2.2.2. PRESTO

- 2.2.2.1. An accessible PRESTO mobile app was released into Beta in late-2018. This free app is available for Android and iOS devices and has been optimized to take advantage of the accessibility features built into modern smartphones, such as screen readers (i.e. iOS VoiceOver, Android TalkBack) and font size control. Public release occurred in January 2019.
- 2.2.2.2. PRESTO Tickets are being developed as a limited-use product, especially for tourists and occasional riders. They are made of paper containing a light weight chip, and are tapped like PRESTO cards. The tickets will include high contrast (black-on-white) text and customers can query the tickets on TTC Fare Vending Machines (FVM) to reveal how many rides or time remains. The FVM audio mode can be used for this operation.
- 2.2.2.3. Secondary (lower) PRESTO readers are being added to the wider, accessibility lanes of the modern fare gates being installed for the TTC. This will help customers using wheeled mobility aids, who may have difficulty reaching the primary readers located higher up on the fare gates.

2.2.3. UP Express

- 2.2.3.1. The service counter at Union Station was modified to increase knee/toe space to better serve customers using wheeled mobility aids.
- 2.2.3.2. High colour-contrast strips were added along the ramps inside the UP Express train doorways to better identify the ramps for customers entering the train.

2.2.4. New Rapid Transit

- 2.2.4.1. Construction continues for York Region Transit's VIVA Bus Rapid Transit (BRT) Rapidways. The anticipated timelines for completing the segments of the VIVA Rapidways are as follows:
- Highway 7 West BRT: Late-2019/early-2020
 - Yonge Street BRT: Late-2020/early-2021
- 2.2.4.2. Construction for the Eglinton Crosstown LRT has progressed, on track for the estimated opening in late-2021. Tunnelling work was completed in August 2016. Construction has begun on several underground stations. All stations and stops will be accessible when Eglinton Crosstown goes into service.

2.3. Operate & Deliver

2.3.1. Metrolinx

- 2.3.1.1. A Regional Transit Traveller Information System (Triplinx), developed in collaboration with the GTHA transit agencies, was launched in April 2015 in order to make it easier to use transit to travel around the GTHA. Triplinx provides a one-stop source of transit information, beginning with a trip planner, schedules and other information on transit services. Triplinx is available on the Triplinx.ca website and on iPhone, Android, and Windows platforms. Triplinx has made a priority of meeting AODA web accessibility requirements and ensuring, through extensive testing, that both the website and apps are readily used by travellers with disabilities including features such as accessible text-only versions of Triplinx web pages. Triplinx provides travel information that is useful for customers with disabilities, including the option to select itineraries that use wheelchair-accessible routes and stops, and information on regional specialized transit services.

Exciting enhancements and features are being developed within Triplinx that will provide access to more transit service information, including additional real-time information and service updates in 2019.
- 2.3.1.2. Improved web accessibility auditing has helped Metrolinx understand that more work is needed to ensure that its existing website content is compliant with WCAG 2.0 AA standards. New corporate websites are being built and validated for AODA compliance.
- 2.3.1.3. Metrolinx staff participated in numerous accessibility outreach events in 2018 and 2019, including the Abilities Expo and the Connections Resource Fair for People with Disabilities in Mississauga, and the People in Motion/Access Expo in Toronto. Metrolinx staff also gave presentations to municipal Accessibility Advisory Committees and other

groups.

2.3.2. GO Transit

- 2.3.2.1. All GO Trains and Buses include automated stop announcements in English and French. New messages have been added on GO Trains to remind customers to give priority to customers with disabilities to accessibility features such as elevators.
- 2.3.2.2. Next-stop electronic (visual) displays are provided on GO accessible railcars and GO Buses.
- 2.3.2.3. Agreements for bus stop maintenance (snow removal and ice control) were established with ten municipalities in 2014. Agreements with contractors for remaining locations were in place by the end of 2016 and are reviewed yearly for additional stops.
- 2.3.2.4. Integrated intercom/audio induction loop systems have been installed at service counters at several stations, including the York West Teamway (Union Station), Burlington, and Oshawa GO Stations, among others. This system allows customers who use hearing aids (equipped with a t-coil switch) to clearly hear the station attendant through the intercom system, by filtering out background noise.
- 2.3.2.5. Highway 407 Bus Terminal – this new, accessible bus terminal at Highway 407 and Jane Street in York Region is part of the Highway 407 Station on the TTC Spadina Subway Extension. The bus terminal allows for easy connections to both the TTC and York Region Transit (YRT) networks, because YRT buses also serve the bus terminal.
- 2.3.2.6. The Interactive Voice Response (IVR) phone system in the GO Contact Centre launched in November 2015, and includes features such as voice recognition, automated schedules, and more self-serve options. Upcoming enhancements will

include “where’s my bus” real-time trip information which should be added in early-2019.

- 2.3.2.7. The centre stanchion in one set of doorways of every railcar has been removed to allow easier access for customers with strollers and other larger items, with the goal of encouraging these customers to use other railcars instead of the accessible railcar. New railcars will not include the centre stanchion.
- 2.3.2.8. Communication programs have been introduced to remind customers of accessibility features throughout the GO system, as well as to give priority to customers with disabilities through various channels (i.e. GO website, social media). The Customer Etiquette campaign addressing priority seating on coaches began in spring 2016. An Etiquette sustainment campaign will launch at a later date, focusing on key topics about GO Transit accessibility.
- 2.3.2.9. Every effort is made to notify customers immediately of any accessibility features (such as elevators) which are temporarily unavailable due to malfunction, construction or repair work. Customers can find this information on the “Service Updates” section of the GO Transit website, or by subscribing to receive status updates via email or text from “On the GO”.

If accessibility equipment breaks down on a bus, train or at a station or terminal, GO staff can make arrangements so that customers with disabilities get to their destination. In some cases, this may involve issuing a taxi voucher to provide an accessible transportation alternative.

2.3.3. PRESTO

- 2.3.3.1. Onboard (bus/streetcar) self-serve fare payment devices: The PRESTO fare payment devices that customers use to pay their fares as they board a vehicle include: tactile tap

region indicators, red/yellow/green lights, and audio tones to indicate non-visually whether the tap was a success or failure and whether a payment concession (e.g. student, senior, etc.) was recognized.

- 2.3.3.2. Off-board (in-station) self-serve fare payment devices: The PRESTO fare payment and query devices that customers use before they board a vehicle (e.g. in a GO Station) include: tactile tap region indicators, red/yellow/green lights and audio tones to indicate non-visually whether the tap was a success or failure and whether a payment concession was recognized (e.g. student, senior, etc.). In addition, an audio mode is available on the fare payment devices for UP Express and the OC Transpo O-Train
- 2.3.3.3. Self-serve sales devices: The PRESTO Self-Serve Reload Machine, TTC Single Ride Vending Machine, and TTC Fare Vending Machine all include a variety of accessibility features, including: Braille labels, high-contrast tactile labels, an audio mode, and the ability to operate the device from the keypad instead of the touchscreen. PRESTO card services (card vending, card query and adding value to PRESTO cards) are on UP Express and GO Ticket Vending Machines (TVMs), which include an audio mode.
- 2.3.3.4. Handheld transit fare payment: Some specialized transit services make use of the PRESTO handheld Mobile Fare Transaction Processor (MFTP). The device includes a bright, colourful display and includes an audio mode to allow the customer to privately hear their transactions and card query results. Note: The device is always controlled by the vehicle operator.
- 2.3.3.5. PRESTO website: PRESTO maintains an accessible website that allows customers to check their card balances, add funds to their cards, order new cards and more. The website can serve as an alternative, accessible channel if customers have difficulty performing functions using any of the PRESTO self-serve kiosks. The PRESTO website conforms to WCAG 2.0 Level AA.

- 2.3.3.6. PRESTO customer service: PRESTO provides a number of accessible customer contact channels, including: phone, email, accessible web chat or postal mail. While accessibility concerns can be reported via any channel, the Accessibility section on the PRESTO website also provides an email contact channel for accessibility-specific concerns.
- 2.3.3.7. In-person PRESTO sales: PRESTO customers who are more comfortable receiving service in person can receive this by visiting GO Transit stations, municipal transit agency service locations or any one of a growing network of retail locations around the GTHA and Ottawa. Most of these locations are Shoppers Drug Mart stores, but locations include select Loblaws, Superstore, and Fortino's locations. These retail locations support buying, loading and setting up a PRESTO card with a concession.
- 2.3.3.8. PRESTO cards: PRESTO cards include several accessibility features: High contrast (black-on-white and white-on-black text), text that is as large as practicable, and a Braille "p" in the upper-right corner to help differentiate the card from others in a customer's wallet or purse.

2.3.4. **UP Express**

- 2.3.4.1. UP Express launched in June 2015 with features including accessible Ticket Vending Machines, level train boarding, pre-boarding audio announcements, accessibility seating areas onboard the train, and onboard automated next stop announcements with visual display.
- 2.3.4.2. Mobile apps for iOS and Android were launched in November 2015 to facilitate ticket purchase and provide information regarding the service. Metrolinx accessibility staff and the IDRC contributed to the project on a number of updates since launch to enhance

app accessibility.

2.3.4.3. PRESTO capability has been introduced to UP Express Ticket Vending Machines, providing another accessible, self-serve option.

2.3.4.4. As part of the newly implemented Metrolinx Enterprise PA (Public Address) System, UP Express will provide automated in-station announcements at all stations. A few examples of these announcements include: inbound train information, next train departure times, and service disruptions.

2.3.5. **New Rapid Transit**

2.3.5.1. The Mississauga Transitway (Bus Rapid Transit) has been completed and is in service. The Transitway runs from Winston Churchill in the west to Renforth in the east. All stations and amenities are accessible, including elevators from the street to Transitway level.

2.3.5.2. York Region Transit's VIVA Bus Rapid Transit (BRT) Rapidways on Davis Drive and certain sections of Highway 7 are in service. All stations have accessibility features built to compliance with AODA standards.

3. AODA Compliance Status Update

Appendix A and B of this document outline the Metrolinx compliance status for recently-completed (since 2012 Multi-Year Accessibility Plan) and outstanding AODA requirements for all services.

4. Accessibility Consultation and Feedback

The Metrolinx Accessibility Advisory Committee (AAC), along with various ad hoc working and testing groups, provide input into Metrolinx accessibility planning activities. Metrolinx has sought input into its accessibility planning activities through public events such as the annual Accessibility Public Meetings held in late-fall 2018, as well as the Abilities Expo and Connections Resource Fair (Mississauga) and People in Motion (Toronto), among others. Input received at these meetings is considered during the development of the annual Accessibility Status Reports and Multi-Year Accessibility Plans. Additionally, Metrolinx uses the GO Transit Customer Input Tracking system (which systematically tracks customer input provided by email and phone, as well as staff responses) to get input into accessibility planning. A Customer Input Tracking system is the main tool used by Metrolinx to manage, evaluate and take action on customer feedback.

Input received through comments at the 2018 Accessibility Public Meetings, as well as through emails and phone calls associated with the Public Meetings, will be incorporated into a summary document and posted on the Metrolinx website in 2019.

Appendix A

Metrolinx AODA Compliance and Dates - Completed since 2012 Multi-Year Plan

Integrated Reg Clause Number	Accessibility Requirements	Compliance Timeline	Notes
6	Self-service kiosks	January 1 2014	GO Transit and UP Express ticket vending machines include various accessibility features.
7	Training	January 1 2014	Metrolinx implemented mandatory training as part of a new employee's orientation, which complies with this regulatory requirement. Records are maintained for all training provided.
12	Accessible formats and communication supports	January 1 2015	Metrolinx has a process for receiving requests, and has information posted on its' website about the availability of accessible formats and communication supports. Additionally, it ensures that appropriate vendors and resources are available as necessary to properly position the organization to handle a variety of request types.

Integrated Reg Clause Number	Accessibility Requirements	Compliance Timeline	Notes
21	Schedule	January 1 2014	Metrolinx was in compliance with the Employment Standards requirements by or before the legislative timelines.
22	Recruitment, general	January 1 2014	All Metrolinx job ads contain a statement notifying applicants about the availability of accommodation. Language in Standing Applications (i.e. internal postings) will include accommodation provisions informing applicants that this is available to them.
23	Recruitment, assessment or selection process	January 1 2014	Metrolinx notifies job applicants chosen for a selection process that accessibility accommodations are available upon request, and implemented formal policies and processes as well as a Standard Operating Procedure reflecting the policy revisions.
26	Accessible formats and communication supports for employees	January 1 2014	Metrolinx consults with employees to provide accessible formats upon request.

Integrated Reg Clause Number	Accessibility Requirements	Compliance Timeline	Notes
38	Fares, support persons	January 1 2014	All Metrolinx transit services have in place appropriate policies and staff training to ensure that no fare is charged for the support person of a person with a disability.
50	Service disruptions	January 1 2013	Appropriate procedures and staff training are in place to ensure that, during disruptions, Metrolinx transit services are supplemented by alternate accessible services until regular services are restored. Additionally, information on alternate arrangements is communicated in a manner that takes into account the person's disability.
51	Pre-boarding announcements: electronic	January 1 2017	Pre-boarding audible announcements of the route, direction, destination or next major stop are provided on all vehicles, and digital signs on all accessible vehicles (including accessible GO railcars) provide visual pre-boarding information of the route, direction, destination or next major stop.
52	On-board announcements: electronic	January 1 2017	On-board audible announcements of the route, direction, destination or next major stop are provided on all vehicles, and digital signs on all accessible vehicles (including accessible GO railcars) provide visual on-board information of the route, direction, destination or next major stop.

Integrated Reg Clause Number	Accessibility Requirements	Compliance Timeline	Notes
53	Requirements re grab bars, etc.	January 1 2013	All Metrolinx vehicles manufactured on or after January 1 2013 address the requirements for locations of grab bars, handholds, handrails and stanchions.
54	Floors and carpeted surfaces	January 1 2013	All Metrolinx vehicles manufactured on or after January 1 2013 are equipped with floors that produce minimal glare and are slip resistant, and carpeted surfaces have a low, firm and level securely fastened pile or loop.
55	Allocated mobility aid spaces	January 1 2013	All Metrolinx vehicles manufactured on or after January 1 2013 include at least two designated seating areas to accommodate customers who use wheeled mobility aids.
56	Stop-requests and emergency response controls	January 1 2013	All Metrolinx vehicles manufactured on or after January 1 2013 comply with the applicable requirements for stop-requests (buses) and emergency response controls (trains).

Integrated Reg Clause Number	Accessibility Requirements	Compliance Timeline	Notes
57	Lighting features	January 1 2013	All Metrolinx vehicles manufactured on or after January 1 2013 include lights above or beside each passenger access door that are evenly lit, and illuminate the ground surface when the door is open.
58	Signage	January 1 2013	All Metrolinx vehicles manufactured on or after January 1 2013 have displays showing the route, direction, or destination, visible from the boarding point.
59	Lifting devices, etc.	January 1 2013	All applicable Metrolinx vehicles manufactured on or after January 1 2013 comply with these requirements. UP Express vehicles do not require lifting devices, ramps or portable bridge plates, as they provide level boarding to the station platforms. A vehicle-mounted platform extension minimizes the gap between train door and station platform.
60	Steps	January 1 2013	All applicable Metrolinx vehicles manufactured on or after January 1 2013 comply with these requirements. UP Express trains do not have steps, so the treatment of steps does not apply. No steps are necessary as the access is by level boarding between platform and train.

Integrated Reg Clause Number	Accessibility Requirements	Compliance Timeline	Notes
61	Indicators and alarms	January 1 2013	All applicable Metrolinx vehicles comply with these requirements. UP Express trains do not have ramps, lifting devices or a kneeling function so visual and audible warning features for them do not apply.
62	Accessibility, rail cars	January 1 2013	All Metrolinx trains comply with these requirements. Every UP Express train car is accessible, which exceeds requirements.
80.23-80.29, 80.34-80.37, 80.39, 80.41, 80.43	Exterior paths of travel, access aisles, minimum number of accessible parking spaces, signage, on-street parking spaces, service counters, waiting areas	January 1 2016	Requirements are already implemented for all new construction and major retrofits that have entered into contracts after December 31, 2012. All projects starting design on or after January 1 2016 will be in compliance.

Appendix B

Metrolinx AODA Compliance and Dates - In-progress

Integrated Reg Clause Number	Accessibility Requirements	Compliance Timeline	GO Transit	UP Express	PRESTO	Metrolinx (including new Light Rail Transit projects)
14	Accessible websites and web content - existing content	January 1 2021	Completed	Completed	Completed	In progress